

# **TASK ORDER: GST0010AJ0063**

Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF)  
Network and Software Engineering Support

**in support of:**

**U.S. Navy  
Puget Sound Naval Shipyard**

**issued to:**

**Booz Allen Hamilton  
Alliant  
Contract: GS00Q09BG0019**

**issued by:**

**The Federal Systems Integration and Management Center (FEDSIM)  
1800 F Sts., NW  
Suite 3100  
Washington, DC 20405-0001**

**FEDSIM Project Number 29083NAM**

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section B of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **B.1 GENERAL DESCRIPTION**

The work shall be performed in accordance with all sections of this task order and the offeror's Basic Contract, under which the resulting task order will be placed. An acronym listing to support this TOR is included in Section J, Attachment A.

### **B.5 CONTRACT ACCESS FEE**

GSA operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is  $\frac{3}{4}\%$ , i.e. (.0075) of the total price/cost of contractor performance. Each task order issued under this contract shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at task order award. The following access fee applies to task orders issued under this Task Order.

#### **GSA-issued Task Orders:**

Orders in excess of \$13.3 million/year are capped at \$100,000 per year.

### **B.6 ORDER TYPE**

The contractor shall perform the effort required by this task order on a Cost Plus Fixed Fee (CPFF) Term basis for CLINs 0001, 1001, 2001, 3001, 4001, and a Not to Exceed (NTE) basis for CLINs 0002, 1002, 2002, 3002, 4002, 0003, 1003, 2003, 3003, 4003, 0004, 1004, 2004, 3004, 4004, 0005, 1005, 2005, 3005 and 4005.

### **B.7 SERVICES AND PRICES/COSTS**

The following abbreviations are used in this price schedule:

NTE: Not To Exceed

CLIN: Contract Line Item Number

ODC: Other Direct Cost

CPFF: Cost Plus Fixed Fee

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2.1 BASE PERIOD:**

**LABOR CLIN**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Fixed Fee</u>	<u>Total Estimated Cost Plus Fixed Fee</u>
0001	Labor			
0001AA	Labor (Task 1 – 10)	(b) (4)	(b) (4)	\$6,340,658
0001AB	Labor (Task 11) (Optional)	(b) (4)	(b) (4)	\$ 629,457_(NTE)
0001AC	Labor (Task 12)	(b) (4)	(b) (4)	\$553,397

**TRAVEL, TOOLS and ODCs CLINs**

<u>CLIN</u>	<u>Description</u>		<u>Total Ceiling Price</u>
0002	Travel Including Indirect Handling Rate of (b) (4)	NTE	\$ 206,000.00
0003	Tools Including Indirect Handling Rate of (b) (4)	NTE	\$1,050,000.00
0004	ODCs Including Indirect Handling Rate (b) (4)	NTE	\$66,000.00
0004AA	ODCs (Task 12) Including Indirect Handling Rate of (b) (4)	NTE	\$215,000.00
0005	Contract Access Fee	NTE	\$62,191.00
0005AA	Contract Access Fee Task 12	NTE	\$6,025.00

**GRAND TOTAL BASE PERIOD CLINS:**

**\$ 9,128,728**

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**B.7.2.2 OPTION PERIOD 1:**

**LABOR CLIN**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Fixed Fee</u>	<u>Total Estimated Cost Plus Fixed Fee</u>
1001	Labor			
1001AA	Labor (Task 1 – 10)	(b) (4)	(b) (4)	\$ 6,526,501
1001AB	Labor (Task 11) (Optional)	(b) (4)	(b) (4)	\$ 648,340 (NTE)
1001AC	Labor (Task 12)	(b) (4)	(b) (4)	\$2,250,551

**TRAVEL, TOOLS and ODCs CLINs**

<b>CLIN</b>	<b>Description</b>	<b>NTE</b>	<b>Total Ceiling Price</b>
1002	Travel Including Indirect Handling Rate of (b) (4)	NTE	\$139,000.00
1003	Tools Including Indirect Handling Rate of (b) (4)	NTE	\$1,082,000.00
1004	ODCs Including Indirect Handling Rate of (b) (4)	NTE	\$68,000.00
1005	Contract Access Fee	NTE	\$64,026.00
1005AA	Contract Access Fee Task 12	NTE	\$16,879.00

**GRAND TOTAL OPTION PERIOD 1 CLINS:**

**\$ 10,795,297**

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**B.7.2.3 OPTION PERIOD 2:**

**LABOR CLIN**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Fixed Fee</u>	<u>Total Estimated Cost Plus Fixed Fee</u>
2001	Labor			
2001AA	Labor (Task 1 – 10)	(b) (4)	(b) (4)	\$6,717,972
2001AB	Labor (Task 11) (Optional)	(b) (4)	(b) (4)	\$ 667,790 (NTE)
2001AC	Labor (Task 12)	(b) (4)	(b) (4)	\$2,312,467

**TRAVEL, TOOLS and ODCs CLINs**

<u>CLIN</u>	<u>Description</u>	<u>NTE</u>	<u>Total Ceiling Price</u>
2002	Travel Including Indirect Handling Rate of (b) (4)	NTE	\$219,000.00
2003	Tools Including Indirect Handling Rate of (b) (4)	NTE	\$1,114,000.00
2004	ODCs Including Indirect Handling Rate of (b) (4)	NTE	\$105,000.00
2005	Contract Access Fee	NTE	\$65,646.00
2005AA	Contract Access Fee Task 12	NTE	\$17,344.00

**GRAND TOTAL OPTION PERIOD 2 CLINS:**

**\$ 11,219,219**

**B.7.2.4 OPTION PERIOD 3:**

**LABOR CLIN**

<u>CLIN</u>	<u>Description</u>	<u>Estimated Cost</u>	<u>Fixed Fee</u>	<u>Total Estimated Cost Plus Fixed Fee</u>
3001	Labor			
3001AA	Labor (Task 1 – 10)	(b) (4)	(b) (4)	\$6,914,956
3001AB	Labor (Task 11) (Optional)	(b) (4)	(b) (4)	\$ 687,824 (NTE)
3001AC	Labor (Task 12)	(b) (4)	(b) (4)	\$2,376,320

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**TRAVEL, TOOLS and ODCs CLINs**

<b>CLIN</b>	<b>Description</b>	<b>NTE</b>	<b>Total Ceiling Price</b>
3002	Travel Including Indirect Handling Rate of (b) (4)	NTE	\$225,000.00
3003	Tools Including Indirect Handling Rate of (b) (4)	NTE	\$1,147,000.00
3004	ODCs Including Indirect Handling Rate of (b) (4)	NTE	\$108,000.00
3005	Contract Access Fee	NTE	\$67,843.86
3005AA	Contract Access Fee Task 12	NTE	\$17,822.00

**GRAND TOTAL OPTION PERIOD 3 CLINS:**

**\$11,544,765.86**

**B.7.2.5 OPTION PERIOD 4:**

**LABOR CLIN**

<b>CLIN</b>	<b>Description</b>	<b>Estimated Cost</b>	<b>Fixed Fee</b>	<b>Total Estimated Cost Plus Fixed Fee</b>
4001	Labor			
4001AA	Labor (Task 1 – 10)	(b) (4)	(b) (4)	\$7,119,319
4001AB	Labor (Task 11) (Optional)	(b) (4)	(b) (4)	\$ 708,459 (NTE)
4001AC	Labor (Task 12)	(b) (4)	(b) (4)	\$2,442,072

**TRAVEL, TOOLS and ODCs CLINs**

<b>CLIN</b>	<b>Description</b>	<b>Estimated Cost</b>	<b>Fixed Fee</b>	<b>Total Ceiling Price</b>
4002	Travel Including Indirect Handling Rate of (b) (4)	\$232,000.00	N/A	\$232,000.00
4003	Tools Including Indirect Handling Rate of (b) (4)	(b) (4)	(b) (4) 0	\$1,182,000.00
4004	ODCs Including Indirect Handling Rate of (b) (4)	(b) (4)	(b) (4)	\$111,000.00
4005	Contract Access Fee	\$70,145.14	N/A	\$70,145.14

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4005AA	Contract Access Fee Task 12	\$18,316.00	N/A	\$18,316.00
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(b) (4)

**GRAND TOTAL OPTION PERIOD 4 CLINS:** **\$ 11,883,311.14**

**GRAND TOTAL ALL CLINS:** **\$ 54,571,322**

### **B.12 SECTION B TABLES**

#### **B.12.1 INDIRECT/MATERIAL HANDLING RATE**

Long Distance Travel, Tools and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the Contractor's disclosed practices.

- If no indirect/material handling rate is allowable in accordance with the Contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.
- If no rate is specified in the basic contract, no indirect rate shall be applied to or reimbursed on these costs.
- If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the task order shall not exceed the rate specified in the schedule of prices above.

### **B.13 INCREMENTAL FUNDING**

#### **B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION**

Incremental funding for CLINs 0001 through 4005AA is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

period of performance covered by the allotments for the mandatory CLINs is from award through July 1, 2015 unless otherwise noted in Section B.7. The task order will be modified to add funds incrementally up to the maximum of **\$54,571,322** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this task order on a CLIN-by-CLIN basis.



# SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

## Incremental Funding Chart for CPFF & CR

0001AA	(b) (4)	(b) (4)	\$6,340,658	(b) (4)	(b) (4) 8	\$5,509,619
0001AB	(b) (4)	(b) (4)	\$629,457	\$0	\$0	\$0
0001AC	(b) (4)	(b) (4)	\$553,397	(b) (4)	(b) (4)	\$406,823
0002	\$206,000		\$206,000	\$69,215		\$69,215
0003	\$1,050,000		\$1,050,000	\$575,435		\$575,435
0004	\$66,000		\$66,000	\$63,307		\$63,307
0004AA	\$215,000		\$215,000	\$186,282		\$186,282
0005	\$62,191		\$62,191	\$44,737		\$44,737
0005AA	\$6,025		\$6,025	\$4,377		\$4,377
1001AA	(b) (4)	(b) (4)	\$6,526,501	(b) (4)	(b) (4)	\$5,763,603
1001AB	(b) (4)	(b) (4)	\$648,340	(b) (4)	(b) (4)	\$211,000
1001AC	(b) (4)	(b) (4)	\$2,250,551	(b) (4)	(b) (4)	\$2,031,292
1002	\$139,000		\$139,000	\$84,748		\$84,748
1003	\$1,082,000		\$1,082,000	\$779,076		\$779,076
1004	\$68,000		\$68,000	\$66,540		\$66,540
1005	\$64,026		\$64,026	\$51,274		\$51,274
1005AA	\$16,879		\$16,879	\$15,235		\$15,235
1005AB				\$0		\$0
2001AA	(b) (4)	(b) (4)	\$6,717,972	(b) (4)	(b) (4)	\$5,386,751
2001AB	(b) (4)	(b) (4)	\$667,790	(b) (4)	\$(b) (4)	\$60,814
2001AC	(b) (4)	(b) (4)	\$2,312,467	(b) (4)	(b) (4)	\$2,011,640
2002	\$219,000		\$219,000	\$46,130		\$46,130
2003	\$1,114,000		\$1,114,000	\$797,317		\$797,317
2004	\$105,000		\$105,000	\$84,670		\$84,670
2005	\$65,646		\$65,646	\$47,926		\$47,926
2005AA	\$17,344		\$17,344	\$15,087		\$15,087
3001AA	(b) (4)	(b) (4)	\$6,914,956	(b) (4)	(b) (4)	\$5,814,956
3001AB	(b) (4)	(b) (4)	\$687,824	(b) (4)	(b) (4)	\$62,824
3001AC	(b) (4)	(b) (4)	\$2,376,320	\$ (b) (4)	(b) (4)	\$2,118,485
3002	\$225,000		\$225,000	\$80,000		\$80,000
3003	\$1,147,000		\$1,147,000	\$1,147,000		\$1,147,000
3004	\$108,000		\$108,000	\$108,000		\$108,000
3005	\$67,843		\$67,843	\$54,096		\$54,096
3005AA	\$17,822		\$17,822	\$15,888		\$15,888
4001AA	(b) (4)	(b) (4)	\$7,119,319	(b) (4)	(b) (4)	\$7,119,319
4001AB	(b) (4)	(b) (4)	\$708,459	(b) (4)	(b) (4)	\$708,459
4001AC	(b) (4)	(b) (4)	\$2,442,072	(b) (4)	(b) (4)	\$1,800,400
4002	\$232,000		\$232,000	\$232,000		\$232,000
4003	\$1,182,000		\$1,182,000	\$1,182,000		\$1,182,000
4004	\$111,000		\$111,000	\$111,000		\$111,000
4005	\$70,146		\$70,146	\$70,146		\$70,146
4005AA	\$18,316		\$18,316	\$13,503		\$13,503
<b>TOTAL</b>	(b) (4)	(b) (4)	<b>\$54,571,321</b>	(b) (4)	(b) (4)	<b>\$44,950,975</b>

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **C.1 BACKGROUND**

#### **C.1.1 PURPOSE**

The purpose of this effort is to provide Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF) with Information Technology (IT) support for Continental United States (CONUS) and Outside Continental United States (OCONUS) systems not covered under the Navy's Navy Marine Corps Internet (NMCI) contract. NMCI currently provides desktop, fileshare and network support for CONUS computer users. This effort does not include NMCI supported services.

#### **C.1.2 BACKGROUND**

PSNS & IMF is focused on providing customers with quality, timely and cost efficient maintenance, modernization, and technical and logistics support. PSNS & IMF has sites in Bremerton, Bangor, Everett, San Diego, and, Japan and wherever its workers go to fix ships. Additional OCONUS sites may be implemented in the future. PSNS & IMF employs more than 10,000 engineering and industrial personnel (7,500 computer users) and serves as a major maintenance depot for the U.S. Navy.

PSNS & IMF proactively maintains an IT architecture that supports users on a real time basis to include access to needed corporate information from NMCI workstations for CONUS and Government owned workstations for CONUS and OCONUS.

IT support for PSNS & IMF is blended. Government personnel work side by side with contractor staff to maintain PSNS & IMF IT systems.

#### **C.1.3 AGENCY MISSION**

PSNS & IMF's mission is one team ensuring freedom by fixing ships and supporting the warfighter.

#### **C.1.4 CURRENT IT/NETWORK ENVIRONMENT**

PSNS & IMF is responsible for the design, implementation, maintenance and management of all networks and communications on the PSNS & IMF Naval complex and remote sites that is not covered by the Navy's NMCI contract. The PSNS & IMF LAN is a general support sensitive unclassified network that operates in the UNIX and Windows environments. The network provides office automation tools to PSNS & IMF administrative, investigative, analytical, technical, and production personnel in carrying out their mission-related functions.

Administrative support is facilitated through the use of commercial off-the-shelf (COTS) products and government off-the-shelf (GOTS) applications (locally developed applications and

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

corporate applications). The PSNS & IMF LAN provides access to information resources via commercially obtainable equipment (COE) including communication equipment, servers, workstations, and peripherals. This environment supports OCONUS infrastructure providing network connectivity to approximately 300 OCONUS workstations.

### **C.2 SCOPE**

PSNS & IMF services a broad and constantly changing client base (CONUS and OCONUS) with diverse IT requirements. Just as the client's base is fluid, so are the client's requirements and the IT products available to answer those requirements. The scope of this effort includes all facets of computer, network, and communications hardware and software technology, products and systems not covered under the Navy's NMCI contract. The contractor is not be responsible for the development and maintenance of IT processes and procedures.

### **C.3 OBJECTIVE**

The primary objectives of this task order are to provide continuing IT integration and technical support to PSNS & IMF including remote sites and detachments to meet mission requirements.

### **C.4 TASKS**

- Task 1 - Transition
- Task 2 – Program Management
- Task 3 – Network Support
- Task 4 – Applications Management
- Task 5 – Applications Operations Support
- Task 6 – Systems Administration
- Task 7 – Information Assurance & Security Engineering
- Task 8 – Customer Support Services
- Task 9 – Comptroller Support
- Task 10 – Other PSNS & IMF Support
- Task 11 – Surge Support -Optional

#### **C.4.1 TASK 1 - TRANSITION**

##### **C.4.1.1 SUBTASK 1 – TRANSITION IN**

A transition shall ensure minimum disruption to vital Government business. The contractor shall ensure there will be no service degradation during and after transition. The contractor shall propose a draft Transition Plan and present a finalized Transition Plan for the migration of current systems and operations within five (5) working days after award.

##### **C.4.1.2 SUBTASK 2 –TRANSITION OUT**

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the Task Order.

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

The contractor shall provide a Transition-Out Plan NLT ninety (90) days prior to expiration of the Task Order. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes,
- Points of contact,
- Location of technical and project management documentation,
- Status of ongoing technical initiatives,
- Appropriate contractor to contractor coordination to ensure a seamless transition,
- Transition of key personnel,
- Identify schedules and milestones,
- Identify actions required of the Government, and
- Establish and maintain effective communication with the incoming contractor/ Government personnel for the period of the transition via weekly status meetings.

### **C.4.2 TASK 2 –PROGRAM MANAGEMENT**

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this Task Order.

#### **C.4.2.1 SUBTASK 1 – COORDINATE PROJECT KICKOFF MEETING**

The contractor shall schedule, coordinate and provide an agenda for the Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the Task Order. The meeting will provide the opportunity to discuss technical, management, security issues, travel authorization, and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The contractor shall provide the following at the kickoff meeting:

- Transition Plan,
- Final Quality Control Plan, and
- PMP.

#### **C.4.2.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)**

The contractor Program Manager shall develop and provide an MSR, using MS Office Suite applications, by the 10th of each month via electronic mail to the Client Representative (CR) and the COR. The MSR shall include the following:

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

- Activities during reporting period, by task (Include: On-going activities, new activities, completed activities, progress to date on all above mentioned activities). Start each section with a brief description of the task,
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them,
- Personnel gains, losses and status (security clearance, etc.),
- Government actions required,
- Schedule (Shows major tasks, milestones, and deliverables, planned and actual start and completion dates for each),
- Summary of trips taken, conferences attended, etc. (Attach trip reports to the MSR for reporting period),
- EVM statistics,
- Accumulated invoiced cost for each CLIN up to the previous month,
- Projected cost of each CLIN for the current month,
- Comparison data / monthly performance reports, and
- Contractor performance metrics.

### **C.4.2.3 SUBTASK 3 - PREPARE A PROGRAM MANAGEMENT PLAN (PMP)**

The contractor shall document all support requirements in a PMP. The PMP shall describe the proposed management approach. The PMP shall include milestones, tasks, and subtasks required in this Task Order. The PMP shall provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships with Government organizations. The PMP shall include the contractor's Quality Control Plan (QCP).

The PMP is an evolutionary document. It shall be updated yearly. The contractor shall work from a Government approved PMP. The contractor shall work from a new version of the PMP once approved by the Government.

### **C.4.2.4 SUBTASK 4 – PREPARE TRIP REPORTS**

The Contractor shall provide the Government with a Trip Report five (5) days after the travel is completed. The contractor shall identify the travel, to include: the name of the employee, location of travel, duration of trip, POC at travel location, task that the travel supports, benefit to the Government, accomplishments/lessons learned, and itemized listing of expenses, both planned and actual.

### **C.4.2.5 SUBTASK 5 – UPDATE QUALITY CONTROL PLAN (QCP)**

The contractor shall update the QCP submitted with their proposal and provide a final QCP. The contractor shall periodically update the QCP as changes in program processes are identified.

### **C.4.2.6 SUBTASK 6 – SECTION 508 COMPLIANCE REQUIREMENTS**

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

Unless the Government invokes an exemption, all EIT (Electronic Information Technology) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

### **C.4.2.7 SUBTASK 7 – IN-PROGRESS REVIEWS (IPR)**

The contractor shall conduct Monthly In-Progress Review Meetings to discuss program, project and service status, existing or potential problems, and projected tasks and milestones. In addition, the contractor shall provide updates to the PMP at the IPR. The contractor shall provide the FEDSIM Contracting Officer Representative (COR) and the PSNS & IMF Technical Point of Contact an e-mail three (3) business days before the meeting containing the agenda for the meeting and any materials that will be discussed during the meeting. The contractor shall publish the minutes for each IPR by the close of business the following day.

### **C.4.3 TASK 3 — NETWORK SUPPORT**

This includes support for workstations, servers, peripherals, and other telecommunications devices. The contractor shall support the following functions necessary to ensure that the Navy's IT systems at PSNS & IMF are operational and available to the users. Activities shall include, but are not limited to, operational, maintenance, and administrative tasks that are not covered under the NMCI contract:

- Add, change, remove station cables from concentrators and patch panels, and maintain correct labeling of station cables,
- Provide Local Area Network (LAN)/system hardware and software support, and
- Implement and monitor Navy security policies.

#### **C.4.3.1 SUBTASK 1 - NETWORK MAINTENANCE**

Following existing network design and procedures, the contractor shall install, operate, maintain, and configure all network infrastructure systems to include fiber optics, switches, hubs, routers, and other required equipment to provide data connectivity to and from all Navy activities operated or supported by PSNS & IMF with minimal interruption of services.

#### **C.4.3.2 SUBTASK 2 - CABLE PLANT SUPPORT**

The contractor shall perform site surveys of PSNS & IMF, in accordance with PSNS & IMF processes and procedures (provided at time of award), for the infrastructure not supported under the Navy's NMCI contract. Recommendations for placement and installation of the cable plant,

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

type of cabling, and maintenance support requirements of cabling (located both indoors and outdoors) will be required. The contractor shall deliver a final Site Survey Report.

The contractor shall install, test, evaluate, certify to industry standards, maintain, and repair all cable plant facilities to operational requirements. Documentation such as Cable Plant Upgrade Design Documentation, Cable Plant Upgrade Design Drawings, Cable Plant As Built LAN Upgrade Design Drawings, Maintenance and Repair Status Reports, Configuration Management Documentation, Operational Manuals, and Engineering Data, will be delivered as required. Cable plant support is required eight (8) hours per day, five (5) days per week for contractor personnel. Hours may need to be adjusted or extended based on fluctuating workload and project needs. Additionally, the contractor shall transport equipment to required PSNS & IMF locations.

### **C.4.4 TASK 4 – APPLICATION MANAGEMENT**

There are two major categories of application management personnel. The first category is personnel that provide support to shipyard enterprise applications. Also known as corporate applications, they are developed by a central design agent for all shipyards to locally manage and operate. Of the current 30 corporate applications, approximately 7% are currently managed by contract support. The second category is personnel that provide support to locally developed and maintained applications. Of the current 90 locally developed applications, approximately 30% are managed by contract personnel. Technology for locally developed applications include, but are not limited to, Microsoft .NET (dot net) Framework , ColdFusion, SharePoint (WSS/MOSS), Visual Studio, C++, CSS, Oracle and SQLServer RDBMS, etc.

The contractor shall:

- Plan, schedule, and manage the implementation of Commercial Off-The-Shelf (COTS) software and Government Off-The-Shelf software (GOTS),
- Manage and install routine and regularly scheduled COTS/GOTS updates,
- Prepare test and implementation plans for COTS/GOTS updates,
- Execute and validate COTS/GOTS requirements and specifications including batch and interface processes during application release testing,
- Continuously examine and evaluate the COTS/GOTS data interface and batch processes, proposing technically feasible improvements to automation that will benefit the shipyard,
- Troubleshoot COTS/GOTS application anomalies,
- Work with internal departments as well as outside activities and agencies diagnosing and resolving problems in response to user reported incidents, customer functional issues, technical problems, questions, or concerns,
- Provide user account management consisting of:
  - Creation,
  - Password resets,
  - Modifications,
- Assist user community creating and maintaining reports,
- Assist PSNS & IMF departments and external commands in answering data calls,

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

- Develop and maintain data processing schedules following the requirements of PSNS & IMF applications, Oracle Database Administrators (DBA), Solaris System Administrator (SAs), PSNS & IMF departments and external commands,
- Provide analysis, design, evaluation, and programming support for IT systems deployed locally at PSNS & IMF,
- Provide analysis, design, evaluation, programming, and support for Web-based systems deployed at PSNS & IMF,
- The contractor shall provide complete documentation on all developed or modified systems, including but not limited to user and maintenance documentation, and insertion of imbedded program comments,
- Maintain working knowledge of Navy standard software,
- Troubleshoot, resolve, and document inquiries and report possible discrepancies in corporate data and associated output,
- Issue passwords and maintain password database(s),
- Provide data administration and ad-hoc reporting functions, and
- Manage CAD/CAM Software.

### **C.4.5 TASK 5 – APPLICATIONS OPERATIONS SUPPORT**

Applications Operations support includes maintaining data, processing schedules, monitoring batch processes and interfaces, and executing daily and nightly batch job runs for GOTS Systems. Computer Operations Centers are operated at both the Bremerton and Bangor sites. The Bremerton site requires a continual presence during swing and graveyard shifts, seven (7) days a week, 365 days a year. A majority of operations procedures require a second set of eyes to ensure parameters are correctly entered prior to job execution. The Bangor site requires a continual presence five (5), days a week, Monday – Friday, for a minimum of 13 hours per day. Both sites require sufficient staffing to account for operator personnel absences (e.g., vacation, sickness, etc).

The Contractor shall:

- Develop and maintain data processing schedules following the requirements of PSNS & IMF application managers, database administrators, departmental POC (point of contact), and external commands,
- Execute interface and batch processes for local and corporate applications,
- Monitor batch processes and interfaces to successful completion,
- Capture, troubleshoot, and/or report any anomalies of application, batch, interface, or system failures,
- Analyze, code, and coordinate daily settings of process control codes and designators for Payroll/Cost and MAT (Material) applications for daily batch jobs,
- Monitor server status, utilizing provided software tools, and report anomalies to the correct POC, and
- Operate data processing printing equipment for work documents including the scheduling and distribution of print jobs.

### **C.4.6 TASK 6 – SYSTEMS ADMINISTRATION**



## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

System administration consists of the planning and coordinating installation, testing, operation, troubleshooting, and maintenance of hardware and software systems. System administration includes assisting in the following:

- Manage accounts and access to systems and equipment,
- Manage systems resources including performance, capacity, availability, serviceability, and recoverability,
- Implement security procedures and tools,
- Develop and document systems administration standard operating procedures,
- Resolve hardware/software interface and interoperability problems,
- Ensure systems availability, functionality, integrity, and efficiency,
- Maintain systems configuration,
- Manage the installation and integration of systems fixes, updates, and enhancements,
- Ensure the rigorous application of information security and information assurance policies, principles, and practices in the delivery of systems administration services,
- Maintain configuration documentation of systems and equipment,
- Update disaster recovery documentation,
- Maintain, monitor, and performance tuning (Balancing the load on the servers)
- Data backup and recovery,
- Maintain the environment of computer data center(s) (temperature, humidity, cleanliness, etc.),
- Monitor and analyze audit logs, report any irregularities,
- Monitor server disk storage (by user and by program) including temporary storage requirements (print queues, etc.),
- Archive and delete unneeded files,
- Recover disk space from deleted users,
- Maintain structure of rights for accounts and groups, and
- Perform system back-up functions on a daily, weekly and monthly basis as required.

### **C.4.7 TASK 7 – INFORMATION ASSURANCE**

The contractor shall review existing PSNS & IMF security policies and procedures, whether formal or informal. The contractor shall work closely with the PSNS & IMF Information Assurance Manager (IAM) and staff to develop formal policies and procedures to facilitate the protection of U.S. Government sensitive unclassified and classified information and the security of the various PSNS & IMF information systems and networks. The contractor shall review existing PSNS & IMF, Naval Sea Systems Command (NAVSEA), Department of Defense (DoD) and Department of Navy (DON) policies, procedures and guidelines and shall draft appropriate policy documents for implementation across the PSNS & IMF enterprise as directed by the IAM. The contractor shall assist appropriate government personnel in determining information assurance (IA) requirements, aid in the development of policies and procedures for implementation, and provide support in implementing these mechanisms and processes to ensure that the policies can be enforced. This includes Information Assurance Vulnerability Alert (IAVA) tracking, IA awareness training, System Administrator certification, and all other

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

activities that contribute to the successful implementation of the full range of IA policies, procedures, and guidelines. The contractor shall:

- Provide on-site technical support for the PSNS & IMF Information Assurance Manager (IAM),
- Prepare weekly highlights, monthly and ad-hoc reports for management,
- Upon request provide information security analysis services to the PSNS & IMF IAM,
- Assist PSNS & IMF in preparing Certification & Accreditation (C&A) documentation for submission to the Designated Approving Authority (DAA).
- Utilize DoD standard software tools to conduct vulnerability scans of all equipment on the PSNS & IMF network for vulnerabilities to ensure sound security configurations,
- Assist systems administrators in implementing corrective actions required as a result of vulnerabilities uncovered during system scans,
- Maintain a tracking log for all Electronic Spillage activity across the PSNS & IMF enterprise,
- Support Information Assurance (IA) strategic planning activities to evaluate services provided to the PSNS & IMF Enterprise through assessment of priorities and risks,
- Maintain the C&A package repository,
- Develop and maintain the C&A accreditation status tracking database, used to record the present status of all PSNS & IMF accreditation packages as well as storing/archiving information on accreditations already received and systems that have since been inactivated, and
- Assist with the destruction of removable media generated at PSNS & IMF.

### **C.4.8 TASK 8 – CUSTOMER SUPPORT SERVICES**

Customer support services include the PSNS & IMF IT Tier 1 Help Desk which requires 24 x 7 coverage, requiring a minimum of three employees per shift. Other customer support services require other personnel to work normal day shifts. The contractor shall assist in providing on-site PSNS & IMF IT customer support services for all CONUS and OCONUS users, including, but not limited to, the following:

- Troubleshooting,
- Equipment technical evaluation,
- Password resets,
- Account management,
- IT user training,
- Waterfront project support,
- IT asset inventory,
- Requests for IT services (moves, adds, changes (MACs), Remedy tickets, NMCI trouble tickets, etc.),
- Data input requests for NMCI services,
- Administration and Management of Global Groups, Distribution Lists, Public Folders,
- Account Management,
- Material inventory & metrics,
- Remedy Accounts,

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

- Manage the IT hardware lifecycle management program including: excessing hard drives, end-of-life IT equipment and maintaining chain-of-custody transaction records,
- Manage the printer consumables program, including: replacing consumables, maintaining a consumables inventory, and providing printer consumable ordering information based on inventory and usage metrics,
- Support the cell phone program by issuing cell phones, Blackberries, and accessories; troubleshooting cell phone problems; and maintaining inventory listings that identify equipment assignments,
- Maintain an inventory of laptops to include issuing and receiving,
- Install, remove or change workstations, printers, scanners, and
- Issue passwords and maintain password database(s).

### **C.4.9 TASK 9 – COMPTROLLER SUPPORT**

The contractor shall assist the Comptroller Department at PSNS & IMF, during normal business hours, with data input and data validation for Shipyard Cost Database (COST), Supervisor's Desk (SUPDESK) (Timekeeping), and Defense Travel System (DTS) applications.

### **C.4.10 TASK 10 – OTHER PSNS & IMF SUPPORT**

The contractor shall provide support to other PSNS & IMF activities as described below.

#### **C.4.10.1 SUBTASK 1 - SAN DIEGO AREA SUPPORT**

The contractor shall provide on-site customer support services specialists for both classified and unclassified IT systems and supporting infrastructure. The contractor shall assist PSNS & IMF by providing on-site support at the San Diego area locations supporting Navy Nuclear Propulsion Program Network (NNPP) including Communication Security (COMSEC). The required support shall include: communications support, server configuration and maintenance, COMSEC support, and desktop support. Support is required eight (8) hours per day, five (5) days per week for personnel. Hours may need to be adjusted or extended based on fluctuating workload and project needs.

#### **C.4.10.2 SUBTASK 2 - OCONUS SUPPORT**

The contractor shall provide a single on-site support services specialist to include basic network administration (including inside and outside cable plant), basic network server administration and customer support for ship maintenance and repair activities at the PSNS & IMF detachment located in Yokosuka, Japan. Government oversight and contractor augmentation will be provided during peak workload events.

#### **C.4.10.3 SUBTASK 3 - NAVY ENTERPRISE MAINTENANCE AUTOMATED INFORMATION SYSTEMS (NEMAIS) AND REGIONAL MAINTENANCE AUTOMATED INFORMATION SYSTEMS (RMAIS) ADMINISTRATION**

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

The contractor shall provide assistance with NEMAIS Disaster Recovery (DR) and provide all functions associated with RMAIS Administration and Management. The contractor shall work in conjunction with PSNS & IMF IT personnel to ensure the systems, applications, data integrity, and connectivity are maintained at all times. The following is a summary of services the contractor shall provide in performance of this task.

- Ensure that the systems are operationally available 24x7x365,
- Ensure backups are completed in accordance with technical requirements identified in the NEMAIS and RMAIS procedures,
- Operate and monitor all systems associated with the NEMAIS DR and RMAIS hardware,
- Cycle or restart system application products at the request of NEMAIS and RMAIS Technical Staff,
- Maintain daily database logs as directed using the Tivoli Storage Manager, and
- Eject, package, and ship media to NEMAIS Technical staff as directed.

### **C.4.11 TASK 11 – SURGE SUPPORT (OPTIONAL)**

Based on the nature of U.S. Navy ship maintenance, there may be a need for emergency repairs or a shift or increase in workload (Wartime requirements, etc.) to meet National Security requirements. Operations and maintenance changes in the Navy's network system may also result in an increase in workload. The contractor shall be prepared to provide CONUS or OCONUS support for unanticipated surge support requirements for all identified tasks within the Task Order.

### **C.4.12 TASK 12 – 4RMC**

The Contractor shall provide the design, implementation, infrastructure, maintenance, and management of the 4RMC suite of applications. The following is a summary of services the contractor shall provide in performance of this task.

Windows System Administration/CITRIX/VM - including but not limited to:

- Build, maintain, troubleshoot, and repair Windows server hardware and software
- Monitor and manage use of disk space, permissions, and connections
- Perform physical and data security
- Maintain server backups for disaster recovery
- Monitor server performance and tune as necessary
- Develop and maintain Windows server documentation
- Maintain Domain system policies to administratively enforce application and security setting for users and computers
- Assist in the enforcement of the Naval Shipyard Corporate Network (NSCN) INFOSEC Policy with minimum impact to the daily Shipyard business
- Protection of FOUO, PII and Business Sensitive Data
- Change and configuration management
- Manage shared network applications

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

- Provide processes for increased functionality of centralized administration of Windows clients
- Provide technical support for Windows server related issues
- Anti-Virus Administration

UNIX System Administration - including but not limited to:

- Manage UNIX Server user accounts
- Monitor system performance and tune as necessary
- Schedule and Perform system backups (Operating system and Oracle database)
- Perform physical and data security
- Maintain operating system and software
- Build, maintain, troubleshoot, and repair UNIX server hardware and software
- Develop and maintain system documentation
- Maintain server backups for disaster recovery
- Assist in the enforcement of the Naval Shipyard Corporate Network (NSCN) INFOSEC Policy with minimum impact to the daily Shipyard business
- Protection of FOUO, PII and Business Sensitive Data
- Setup, configure, manage and maintain components of the NSCN INFOSEC Boundary (Firewall, etc.)
- Change and configuration management
- Provide technical support for UNIX server related issues

Production Operations Support - including but not limited to:

- Develop and maintain data processing schedules following the requirements of Application users, ORACLE DBAs, and external commands
- Develop and maintain data processing schedules following the requirements of Application users, ORACLE DBAs, and external commands.
- Execute interfaces and batch processes for local and corporate applications.
- Monitor batch processes and interfaces for successful completion.
- Capture, troubleshoot, and/or report any anomalies of application, batch, interface or system failures.
- Analyze, code, and coordinate daily settings of process control codes for payroll / cost applications, and MAT designators for daily batch.

Application Managers- including but not limited to:

- Ensure the integrity of data housed in the corporate databases.
- Provide problem resolution and corrective action to ensure data integrity.
- Manage and install routine and regularly scheduled application releases, interface, batch processes.
- Prepare test and implementation plans for application releases, interface, batch processes.
- Executes / Validates batch processes and interfaces during application release testing.

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

- Troubleshoot Corporate Application anomalies
- Continuously examine and evaluate the data interface and batch process, proposing technical feasible approaches and making recommendations regarding a more effective and efficient approach to automation.
- Plan, schedule and manage the implementation of the following types of software applications:
  - Corporate and other non-locally developed software
  - Commercial Off-The-Shelf (COTS) software and Government Off-The-Shelf software (GOTS)
  - Web and Rapid Application Development (RAD) software for local shipyard development
  - Coordinates Application User Functional Groups
  - Works with outside activities and agencies diagnosing and resolving problems in response to user reported incidents, customer functional issues, technical problems, questions or concerns
  - Prepare and submit Software Trouble Record (STR), Engineering Change Proposal (ECP), System Improvement Request (SIR), Data Modification Request (DMR) and Software Problem Correction Request (SPCR) to the appropriate Central Design Agencies.
  - Software Application Testing and Troubleshooting Coordination
  - Software Application Administration, Routine Maintenance and Data Management.

Oracle Database Administration- including but not limited to:

- Ensure the recoverability and accessibility of all databases
- Manage database backup & recovery processes
- Database design (General, Logical, Physical)
- Database creation, database maintenance
- Oracle software maintenance
- Database security
- Resolve daily problems and troubleshooting

Network Engineering and Support- including but not limited to:

- Manage and Monitor all components that form the LAN cable plants
- Plan, Design and Manage the installation of all expansions or modifications of the Fiber Optic or Twisted Pair cable plant
- Plan, Procure and Install upgrades on the cable plant and transport electronics
- Perform Fault isolation and repair on the cable plants.
- Plan, Procure, and Install all necessary modular walls, office furnishings, furniture, and electrical capability required to sustain the support and management of the 4RMC Application Suite.

## SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

IT Help Desk - including but not limited to:

- Password Resets/Unlock Account For: AIM, AIMxp, COST, JEDMICS, LHS, MAT, MRQT, Payroll, Planning Yard, PSNS Legacy, QDB, RIPP, SABRS, SUPDESK
- Answer trouble calls and try to resolve if not able to resolve then the IT Help Desk will prepare trouble ticket, route ticket to the appropriate support group, track progress and inform user of status.

## SECTION D - PACKAGING AND MARKING

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section D of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **D.1 PRESERVATION, PACKAGING, PACKING, AND MARKING**

The contractor shall deliver all electronic versions by email and CD-ROM as well as placing in the PSNS & IMF designated repository. Identified below are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- Text                      Microsoft Word
- Spreadsheets           Microsoft Excel
- Briefings                Microsoft PowerPoint
- Drawings                Microsoft Visio
- Schedules                Microsoft Project



## SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section E of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **E.1 FAR CLAUSES INCORPORATED BY REFERENCE**

The following clauses apply to this Task Order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: <http://acqnet.gov/far/index.html>

CLAUSE #	CLAUSE TITLE	DATE
52.246-3	Inspection of supplies – Cost reimbursement	May 2001
52.246-5	Inspection of services – Cost reimbursement	Apr 1984
52.246-11	Higher-level contract quality requirement	Feb 1999
52.246-15	Certificate of conformance	Apr 1984

### **E.2 PLACE OF INSPECTION AND ACCEPTANCE**

Inspection and acceptance of all work performance, reports and other deliverables under this Task Order shall be performed by the PSNS & IMF TPOC and FEDSIM COR.

### **E.3 SCOPE OF INSPECTION**

All deliverables will be inspected for content, completeness, accuracy and conformance to Task Order requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing or inspections of the deliverables, as specified in the Task Order. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

The Government requires a period not to exceed 15 work days after receipt of final deliverable items for inspection and acceptance or rejection.

### **E.4 BASIS OF ACCEPTANCE**

The basis for acceptance shall be compliance with the requirements set forth in the Task Order, the contractor's proposal and other terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For software development, the final acceptance of the software program will occur when all discrepancies, errors or other deficiencies identified in writing by the Government have been resolved, either through documentation updates, program correction or other mutually agreeable methods.

## SECTION E - INSPECTION AND ACCEPTANCE

Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

### **E.5 DRAFT DELIVERABLES**

The Government will provide written acceptance, comments and/or change requests, if any, within 15 work days (unless specified otherwise in section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have 15 work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

### **E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT**

The Contracting Officer (CO)/Contracting Officer's Representative (COR) shall provide written notification of acceptance or rejection of all final deliverables within 15 work days (unless specified otherwise in section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

### **E.7 NON-CONFORMING PRODUCTS OR SERVICES**

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within 15 work days of the rejection notice. If the deficiencies cannot be corrected within 15 work days, the contractor will immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within 15 work days.

## SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section F of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **F.1 FAR CLAUSES INCORPORATED BY REFERENCE**

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: <http://acqnet.gov/far/index.html>

CLAUSE #	CLAUSE TITLE	DATE
52.242-15	Stop-work order	Aug 1989
52.242-15	Alternate I	Apr 1984

### **F.3 PERIOD OF PERFORMANCE**

The period of performance for this Task Order is one (1) year base period and four (4), one (1) year options for a total Period of Performance of five (5) years (if all optional periods are exercised)

Base Period – July 2, 2010 – August 15, 2011

Option Period 1 – August 16, 2011 – August 15, 2012

Option Period 2 – August 16, 2012 – August 15, 2013

Option Period 3 – August 16, 2013 – August 15, 2014

Option Period 4 – August 16, 2014 – July 1, 2015

### **F.4 PLACE OF PERFORMANCE**

Place of Performance is the PSNS & IMF Bremerton, Everett, Bangor, San Diego/North Island, and Yokosuka, Japan.

### **F.5 DELIVERABLES**

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this Task Order.

The following abbreviations are used in this schedule:

NLT: No Later Than

TOA: Task Order Award

All references to Days: Government Workdays

NO.	DELIVERABLE	SOW REF	DELIVERY TIME
00	Project Start Date	-	TOA
	<b>TASK 1</b>		

## SECTION F – DELIVERABLES OR PERFORMANCE

01	Final Transition-In Plan	C.4.1.1	5 Days after TOA
02	Transition-Out Plan	C.4.1.2	60 Days Prior to TO expiration
	<b>TASK 2</b>		
03	Kick Off Meeting Agenda	C.4.2.1	3 days after TOA
04	Monthly Status Reports	C.4.2.2	10 <sup>th</sup> Day of Month
05	Project Management Plan	C.4.2.3	5 days after TOA and Revised Yearly
06	Trip Reports	C.4.2.4	5 Days After end of Travel
07	QCP Update	C.4.2.5	5 Days after TOA
08	508 Compliance Listing	C.4.2.6	30 Days after TOA
09	IPR Briefings	C.4.2.7	1 Day after IPR

### **F.6 PLACE(s) OF DELIVERY**

Unclassified deliverables and correspondence shall be delivered to the GSA Contracting Officer (CO) and Contracting Officer's Representative (COR) at the address below:

GSA Contracting Officer

GSA FAS AAS FEDSIM  
ATTN: Denise VonDibert, CO  
1800 F Street NW  
Suite 3100  
Washington DC 20405  
Telephone: (703) 589-2643  
Email: denise.vondibert@gsa.gov

Contracting Officer's Representative

GSA FAS AAS FEDSIM  
ATTN: Jean Mulligan-Wasser, COR  
1800 F Street NW  
Suite 3100  
Washington DC 20405  
Telephone: (509) 230-7150  
Email: jean.mulligan-wasser@gsa.gov

Copies of all deliverables shall also be delivered to the PSNS & IMF TPOC at the address below:

Mr. Dale Willson  
PSNSY

Task Order: GST0010AJ0063  
Contract No.: GS00Q09BG0019  
MOD PS26

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## SECTION F – DELIVERABLES OR PERFORMANCE

1400 Farragut Avenue, Code 1230  
Bremerton, WA 98134  
dale.willson@navy.mil  
(360) 476-1583

### **F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT**

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) Section J, Attachment H as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including but not limited to termination.

## SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE**

The Contracting Officer will appoint a Contracting Officer's Representative (COR) in writing for each TO. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

### **G.9.6 INVOICE SUBMISSION**

The contractor shall submit Requests for Payments in accordance with the format contained in GSAM 552.232-70, INVOICE REQUIREMENTS (SEPT 1999), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice.

Task Order number: GST0010AJ0063

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

FEDSIM Project No.: 29083NAM

Project Title: Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF) Network and Software Engineering Support

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://enable.its.gsa.gov>

Select *Vendor Support*, log in using your assigned I.D. and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

## SECTION G – CONTRACT ADMINISTRATION DATA

### **G.9.6.1 INVOICE REQUIREMENTS**

The contractor may invoice the fixed fee on a monthly basis. The monthly fixed fee invoiced shall be proportionate to the amount of labor expended for the month invoiced. The contractor shall submit simultaneous copies of the invoice to both GSA and the PSNS & IMF TPOC. If the Task Order has different contract types, each should be addressed separately in the invoice submission. The final invoice is desired to be submitted within 6 months of project completion.

#### **G.9.6.1.1 COST PLUS FIXED FEE (CPFF) CLINS (for LABOR)**

The contractor may invoice monthly on the basis of cost incurred for the CPFF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B) and contractor employee and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Employee name (current and past employees),
- Employee company labor category,
- Employee Alliant labor category,
- Monthly and total cumulative hours worked,
- Billing rate (as proposed in the cost proposal),
- Corresponding Alliant ceiling rate,
- Fixed fee, and
- Cost incurred not billed.

All cost presentations provided by the contractor shall also include Overhead Charges, and General and Administrative Charges.

#### **G.9.6.1.2 OTHER DIRECT COSTS (ODCs)**

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and IA number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- ODCs purchased,
- Consent to Purchase number or identifier,
- Date accepted by the Government,
- Associated CLIN,
- Project to date totals by CLIN,
- Cost incurred not billed, and
- Remaining balance of the CLIN.

## SECTION G – CONTRACT ADMINISTRATION DATA

All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges and Fee.

### **G.9.6.1.3 TRAVEL**

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. Long distance travel is defined as travel over 75 miles. The invoice shall include the period of performance covered by the invoice, the CLIN number and title, and the IA Account number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier,
- Current invoice period,
- Names of persons traveling,
- Number of travel days,
- Dates of travel,
- Number of days per diem charged,
- Per diem rate used,
- Total per diem charged,
- Transportation costs, and
- Total charges.

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

### **G.10 CONTRACT ADMINISTRATION**

Contracting Officer:

Denise VonDibert  
GSA FAS AAS FEDSIM  
1800 F Street NW  
Suite 3100  
Washington DC 20405  
Telephone: (703) 589-2643  
Email: denise.vondibert@gsa.gov



SECTION G – CONTRACT ADMINISTRATION DATA

Contracting Officer's Representative:

Jean Mulligan-Wasser  
GSA FAS AAS FEDSIM  
1800 F Street NW  
Suite 3100  
Washington, DC 20405  
Telephone: (509) 892-3572  
Fax: (509) 892-3572  
email: jean.mulligan-wasser@gsa.gov

Technical Point of Contact (TPOC):

Mr. Dale Willson  
PSNSY  
1400 Farragut Avenue, Code 1230  
Bremerton, WA 98134  
dale.willson@navy.mil  
(360) 476-1583

## SECTION H – SPECIAL ORDER REQUIREMENTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section H of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **H.1 FAR CLAUSES INCORPORATED BY REFERENCE**

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: <http://acqnet.gov/far/index.html>

CLAUSE #	CLAUSE TITLE	DATE
52.227-15*	Representation of Limited Rights Data and Restricted Computer Software	Dec 2007

*(Note: Clause numbers followed by an asterisk (\*) require fill-ins by the CO)*

#### **H.1.1 52.227-15 - REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (DEC 2007)**

(a) This solicitation sets forth the Government's known delivery requirements for data (as defined in the clause at [52.227-14](#), Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at [52.227-16](#), if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at [52.227-14](#) included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor's facility.

(b) By completing the remainder of this paragraph, the offeror represents that it has reviewed the requirements for the delivery of technical data or computer software and states [*offeror check appropriate block*]

[ ] (1) None of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software; or

[ ] (2) Data proposed for fulfilling the data delivery requirements qualify as limited rights data or restricted computer software and are identified as follows:

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(c) Any identification of limited rights data or restricted computer software in the offeror's response is not determinative of the status of the data should a contract be awarded to the offeror.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.2 KEY PERSONNEL**

The following are designated key personnel for this Task Order. The offeror shall propose appropriate labor categories for these positions.

- Program Manager

The Government desires that key personnel be assigned for the duration of the Task Order.

#### **H.2.1 PROGRAM MANAGER**

The contractor shall identify a Program Manager to serve as the Government's point of contact and to provide technical supervision and guidance for all contractor personnel assigned to the Task Order.

The Government desires that the Program Manager has experience in managing personnel knowledgeable with network operations, software development, IA processes and procedures, system administration, and customer support. The Government desires the Program Manager have demonstrated experience in the management of Information Resource Management (IRM) projects with approximately 50 staff members, to include assignment of personnel, implementing cost controls, and developing project timelines.

#### **H.2.2 GENERAL PERSONNEL REQUIREMENTS**

See Section J, Attachment K for certification requirements.

##### **H.2.2.1 APPLICATIONS SUPPORT SPECIALISTS**

The Applications Support Specialists' desired qualifications include:

- Working knowledge and experience with the management and implementation of software applications,
- Working knowledge and experience with scheduling, management and installation of COTS/GOTS software updates,
- Working knowledge and experience with test and implementation plans for COTS / GOTS software updates,
- Working knowledge and experience with batch and interface processes during application release testing,
- Working knowledge and experience with troubleshooting COTS / GOTS application anomalies,
- Working knowledge and experience with Software Application Administration, Routine Maintenance and Data Management,
- Working knowledge and experience with Information Assurance policies and procedures with respect to software development ,
- Working knowledge and experience with Web-Based Applications and Systems including analysis, design, evaluation, programming, and support,

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Working knowledge and experience with developing system application documentation,
- Working knowledge and experience with providing software maintenance and troubleshooting services in support of Software Engineering Projects, and
- Excellent written and oral communications skills.

### **H.2.2.2 APPLICATIONS OPERATORS**

The Applications Operators' desired qualifications include:

- Working knowledge and experience with developing and maintaining data processing schedules,
- Working knowledge and experience with executing and monitoring application interface and batch processes,
- Working knowledge and experience with capturing, troubleshooting, and reporting anomalies of application, batch, interface, or system failures,
- Working knowledge and experience with respect to analyzing, coding, and coordinating daily settings of process control codes for payroll and cost applications,
- Working knowledge and experience with monitoring server status and utilizing software tools,
- Working knowledge and experience with operating data processing printing equipment including scheduling and distribution of print jobs, and
- Excellent written and oral communications skills.

### **H.2.2.3 SYSTEM ADMINISTRATORS**

The Systems Administrators' desired qualifications include:

- Maintaining the functionality of Microsoft Windows and SUN Solaris / IBM AIX UNIX servers,
- Implementing updates in server hardware and software,
- Managing server configuration,
- Monitoring and managing use of disk space, memory, and connections,
- Managing accounts and permissions Windows and UNIX servers,
- Performing server back up and restore,
- Diagnosing system problems,
- Monitoring server performance and performing tuning enhancements,
- Troubleshooting and fixing hardware or software problems, and
- Managing server event logs.

### **H.2.2.4 CUSTOMER SUPPORT SPECIALISTS**

The Customer Support Specialists' desired qualifications include working knowledge and experience with:

- Troubleshooting hardware and software,

## SECTION H – SPECIAL ORDER REQUIREMENTS

- Equipment technical evaluation,
- User account management,
- IT user training,
- IT asset inventory,
- Providing IT services (e.g., moves, adds, changes (MACs), remedy tickets, NMCI trouble tickets, etc),
- Administration and management of global groups, distribution lists, public folders, account management, and remedy accounts,
- Managing IT hardware lifecycle management program,
- Replacing IT consumables,
- Maintaining IT equipment and consumable inventories,
- Distribution management of cell phones, blackberries, and accessories, and
- Excellent written and oral communication skills.

### **H.2.2.5 IA SUPPORT SPECIALISTS**

. The IA Support Specialists' desired qualifications include:

- Computer Information System Security Professional (CISSP),
- Experience with DoD and Navy Security Management policy guidance and directives,
- Knowledge and experience of current and emerging information assurance enterprise security practices,
- Experience with DIACAPs, vulnerability assessments, IAVA reporting, and IA problem resolution,
- Ability to convey complex information assurance data to a wide variety of government audiences, and
- Demonstrated oral and written communication skills.

### **H.2.7 KEY PERSONNEL SUBSTITUTION**

The contractor shall not replace any personnel designated as key personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than 10 calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.5 GOVERNMENT FURNISHED PROPERTY (GFP)**

#### **H.5.1 GOVERNMENT-FURNISHED SPACE AND EQUIPMENT**

The Government will provide on-site office facilities (computer, printer, desk, chair, telephone service) for up to fifty (50) contractor personnel at the appropriate PSNS & IMF sites (including one in Japan, two in San Diego) to complete requirements identified in this Task Order.

#### **H.5.2 CONTRACTOR-FURNISHED VEHICLES**

The contractor shall provide vehicles for tasks that require transportation of personnel or materials. The contractor personnel shall have insurance coverage that will allow them to operate the vehicles.

Throughout the life of this Task Order, the contractor may also be required to operate Government-owned vehicles to carry out duties described in the TO. The contractor shall maintain insurance in accordance with above paragraph.

### **H.7 SECURITY REQUIREMENTS**

Security Clearance: Contractor personnel will be assigned to positions designated as IT-1 Critical Sensitive or IT-2 Non-Critical Sensitive as defined in SECNAV M-5510.30 Paragraph 5-3, subparagraph b(6), and Exhibit 5A.

Personnel requiring privileged access to DoD systems (e.g., System Administrators) are required to meet Information Assurance performance and IA certification requirements in accordance with DoD Manual 8570-1M, Chapter 3. Performance requirements will be set based on operating environment at the Information Assurance Technical level (IAT) I, II or III.

All Contractor personnel working on this Task Order must be U.S. citizens, and will be required to a minimum clearance equal to CONFIDENTIAL for Special Handling and Not For Release to Foreign Nationals (NOFORN) information will be required by all contractor personnel working on-site at PSNS & IMF. Additionally, the OCONUS support functions may require higher-level clearance. These requirements will be identified by specific task and sub-task. This Task Order will also deal with sensitive data. Any password or user identification requirements will be coordinated through a designated PSNS & IMF Representative. A DD Form 254, Department of Defense Contract Security Classification Specification, will be provided at the time of award. The Contractor and COR will coordinate all security requirements and forward a completed DD Form 254 to the Contracting Officer for incorporation into the Task Order.

Information Assurance: Contractor personnel supporting this Task Order who require access to DoD Information Systems are required to receive and complete; initial IA orientation awareness and Unclassified-Naval Nuclear Propulsion Information (U-NNPI) training before being granted access to the system(s) and annual IA awareness training to retain access, as required IAW DoD 8570.01-M and DODI 8500.2 E3.3.7. Access requests to DoD IT systems will utilize OPNAV 5239/14 (July 2008) SAAR-N form.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.7.1 INFORMATION ASSURANCE CERTIFICATION.**

Contractor personnel must agree as a “condition of employment” to obtain and maintain currency for appropriate certification(s) required for the position IAW DoD 8570.01M. All training and certification specifications are required to be met within six (6) months for any currently contracted employee, and must be met within six (6) months of any newly reporting personnel being assigned. The Contractor shall meet the applicable IA certification requirements, including:

- DoD-approved IA workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M,
- Appropriate operating environment certification for IA technical positions as required by DoD 8570.01-M, and
- Upon request by the Government, the Contractor shall provide documentation supporting the IA certification status of personnel performing IA functions.

Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing IA functions. See Section J, Attachment K for certification guidance.

### **H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS**

#### **H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST**

If the contractor is currently providing support or anticipates providing support to PSNS & IMF that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors, consultants or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

#### **H.9.2 NON DISCLOSURE REQUIREMENTS**

If this TO requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include Subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- execute and submit an “Employee/Contractor Non-Disclosure Agreement” Form (Section J, Attachment F) prior to the commencement of any work on the Task Order, and
- are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

## SECTION H – SPECIAL ORDER REQUIREMENTS

All proposed replacement contractor personnel also must submit a Non-Disclosure agreement and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

### **H.18 CONTRACTOR'S PURCHASING SYSTEMS**

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a Task Order the Contracting Officer shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

### **H.23 TRAVEL**

#### **H.23.1 TRAVEL REGULATIONS**

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- (1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.
- (2) Joint Travel Regulations (JTR), Volume 2, DoD Civilian Personnel, Appendix A. prescribed by the Department of Defense, for travel in Alaska, Hawaii, and outlying areas of the United States.
- (3) Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas", prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

#### **H.23.2 TRAVEL AUTHORIZATION REQUESTS**

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Joint



## SECTION H – SPECIAL ORDER REQUIREMENTS

Travel Regulations (JTR). If overseas travel is contemplated on the Task Order, the contractor shall also refer to the DSSR.

Requests for travel approval shall:

- Be prepared in a legible manner,
- Include a description of the travel proposed including a statement as to purpose,
- Be summarized by traveler,
- Identify the Task Order number,
- Identify the CLIN and Interagency Agreement account associated with the travel, and
- Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

### **H.23.3 TRIP REPORTS**

See paragraph C.4.2.6.

### **H.23.4 PASSPORT**

Contractors going on OCONUS travel are required to obtain and maintain a United States passport.

### **H.24 ODCs**

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO, by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO. ODCS include overseas allowances.

### **H.25 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS**

If the Contractor acquires hardware/software maintenance support, all licenses and/or contractual rights to receive title shall be turned over to the Government upon completion of the Task Order.

The Government's liability to reimburse the contractor for costs incurred from the acquisition of hardware/software maintenance support SHALL BE LIMITED to costs incurred during the period of the order for which the Government received the hardware/software maintenance support acquired by the contractor on a cost reimbursable, fee basis.

## SECTION H – SPECIAL ORDER REQUIREMENTS

### **H.26 ADMINISTRATIVE CONSIDERATIONS**

#### **H.26.1 PSNS & IMF REGULATIONS**

The contractor and its employees shall become familiar with and obey all station regulations, including fire, traffic, cell phones, and security regulations. All contractor-employed personnel on the station shall keep within limits of the work (and avenues of ingress and egress) and shall not enter any restricted areas unless required to do so and are cleared for such entry. The contractor's equipment shall be conspicuously marked for identification.

#### **H.26.2 PUBLIC RELEASE OF INFORMATION**

The contractor shall not publicly disclose any information concerning any aspect of the materials or services related to this TO without the prior written approval of the TPOC.

#### **H.26.3 RADIO TRANSMITTER RESTRICTIONS**

The contractor shall not operate citizens band or amateur radio equipment (receive or transmit) within the geographic limits of the Station without permission of the Radio Frequency Officer. The contractor shall turn off all radio-transmitting equipment installed in privately owned motor vehicles upon entering the Station premises.

#### **H.26.4 EXTRAORDINARY RESTRICTIONS REGARDING ACCESS OF VEHICLES AND PARKING**

All contractor vehicle traffic shall enter PSNS & IMF Controlled Industrial Area at the Farragut Avenue Gate. The contractor shall ensure no equipment delivery traffic will occur between the hours of 0700 through 0800 and 1600 through 1700, Monday through Friday.

#### **H.26.5 PRIVATE VEHICLE RESTRICTIONS**

No contractor employees or representatives shall park private vehicles in the controlled areas of PSNS & IMF. The contractor shall clearly mark any and all vehicles and equipment needed to perform work at PSNS & IMF with proper insignia (company name) on the outside of the vehicle. Contractor personnel that possess legally issued handicapped state or federal license plates or decals shall be allowed to park in the designated handicapped parking area.

#### **H.26.6 PHOTOGRAPHY AND RECORDING EQUIPMENT**

The contractor shall not bring any photographic equipment, camera cell phones, camera black berries, video tape recorders, or recording devices at all PSNS & IMF locations.

#### **H.26.7 RESTRICTED USE OF COLORS**

## SECTION H – SPECIAL ORDER REQUIREMENTS

The contractor shall not use the colors Yellow, Blue, Magenta, and Red, as these are colors PSNS & IMF uses to identify specially controlled materials. Garbage bags, plastic tape, bags, covers, or wrapping materials in these colors shall not be used by the contractor at the Station. The contractor shall recognize that Blue is used for Asbestos identification only and clearly identified as Asbestos; Red is used for Mercury-bearing material and clearly identified as Mercury.

### **H.26.8 OCONUS REQUIREMENTS**

Contractor support shall include having contractor personnel in the Pacific Theater of Operations. Currently contractor support is being provided in Japan. The contractor shall be familiar with and be able to adhere to regulations (i.e. SOFA) governing contractor employment in Japan. The contractor shall be capable and able to provide staffing in countries other than Japan in the Pacific Theater of Operations.

## SECTION I – CONTRACT CLAUSES

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **I.2 FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES (<http://www.arnet.gov/far/>)**

<b>CLAUSE NO</b>	<b>CLAUSE TITLE</b>	<b>DATE</b>
52.217-8	OPTION TO EXTEND SERVICES Fill-In Date: <u>30 days prior to expiration of Task Order.</u>	(NOV 1999)
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT: <u>30 days prior to expiration of Task Order.</u>	(SEP 2006)
52.222-2	PAYMENT FOR OVERTIME PREMIUMS <b>Fill in: \$0.00 unless otherwise required by local, state, and federal labor laws</b>	(JUL 1990)

### **I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM) CLAUSES**

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
552.232-1	PAYMENTS	(APR1984)

### **I.4 DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENTS (DFARS) CLAUSES INCORPORATED BY REFERENCE**

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
252.204-7004	REQUIRED CENTRAL CONTRACTOR REGISTRATION	(NOV 2001)
252.227-7013	RIGHTS IN TECHNICAL DATA - NONCOMMERCIAL ITEMS	(NOV 1995)
252.227-7014	RIGHTS IN NONCOMMERCIAL COMPUTER SOFTWARE AND NONCOMMERCIAL COMPUTER SOFTWARE DOCUMENTATION	(JUN 1995)
252.227-7016	RIGHTS IN BID OR PROPOSAL INFORMATION	(JUN 1995)
252.227-7019	VALIDATION OF ASSERTED RESTRICTIONS - COMPUTER SOFTWARE	(JUN 1995)
252.227-7028	TECHNICAL DATA OR COMPUTER SOFTWARE PREVIOUSLY DELIVERED TO THE GOVERNMENT	(JUN 1995)
252.239-7001	INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION	(JAN 2008)
252.246-7001	WARRANTY OF DATA	(MAR 2003)

## SECTION J – LIST OF ATTACHMENTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section J of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### **J.1 LIST OF ATTACHMENTS**

Attachment A	Acronym List
Attachment B	Quality Assurance Surveillance Plan (QASP)
Attachment C	DD 254 (Separate Attached File)
Attachment D	Travel Authorization Template
Attachment E	Consent to Purchase Template
Attachment F	Employee/Contractor Non-Disclosure Agreement
Attachment G	Product Accessibility Report (508 Compliant Report)
Attachment H	Problem Notification Report
Attachment I	Government Provided Software List (Separate Attached File)
Attachment J	Contractor Support Briefing (Separate Attached File)
Attachment K	IT Training Clearance, Computing, Environment Plan (Separate Attached File)
Attachment L	Removed for Award
Attachment 1	Removed for Award
Attachment 2	Removed for Award
Attachment 3	Removed for Award

## SECTION J –ATTACHMENT A

### **ACRONYMS**

ANSI	American National Standards Institute
ATO	Authority to Operate
CAC	Common Access Card
CAF	Contract Access Fee
CIF	Controlled Industrial Facility
CIO	Chief Information Officer
CLIN	Contract Line Item Number
CM	Configuration Management
CO	Contracting Officer
COE	Commercially Obtainable Equipment
CONUS	Continental United States
COMSEC	Communication Security
COR	Contracting Officer Representative
COTS	Commercial-Off-The-Shelf
COST	Cost Database
CPFF	Cost Plus Fixed Fee
CPI	Cost Performance Index
CR	Client Representative
CT&E	Certification Test & Evaluation
CTP	Consent To Purchase
CV	Cost Variance
DAA	Designated Approving Authority
DAC	Discretionary Access Controls
DADMS	Database Management Systems
DBA	Database Administrators
DBMS	Database Management Systems
DFAR	Defense Federal Acquisition Regulation
DFARS	Defense Federal Acquisition Regulation Supplement
DIACAP	Defense Information Assurance Certification and Accreditation Process
DITSCAP	DoD Information Technology Security Certification and Accreditation Process
DMZ	Demilitarized Zone
DoD	Department of Defense
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DON	Department of Navy
DSSR	Department of State Standardized Regulations
DTS	Defense Travel System
EAC	Estimated cost At Completion
EIA	Electronic Industries Alliance
EAC	Estimate At Completion
EIT	Electronic Information Technology
ETC	Estimate to Completion

## SECTION J –ATTACHMENT A

FAR	Federal Acquisition Regulation
FEDSIM	Federal Systems Integration and Management Office
FTR	Federal Travel Regulations
FY	Fiscal Year
GFP	Government Furnished Property
GOTS	Government Off-The-Shelf Software
GSA	General Services Administration
IA	Information Assurance
IAM	Information Assurance Manager
IAT	Information Assurance Technical level
IAVA	Information Assurance Vulnerability Alert
IAW	In accordance with
IDS	Intrusion Detection Systems
IPR	In Progress Review
ISO	International Organization for Standardization
IT	Information Technology
JTR	Joint Travel Regulation
LAN	Local Area Network
LOE	Level Of Effort
NLT	No Later Than
MAC	Moves, Adds, Changes
MSR	Monthly Status Report\
NAC	National Agency Check
NAVSEA	Naval Sea Systems Command
NEMAIS	Navy Enterprise Maintenance Automated Information Systems
NGEN	Next Generation Enterprise network
NMCI	Navy/Marine Corps Intranet
NNPP	Navy Nuclear Propulsion Program Network
NSCN	Naval Shipyard Corporate Network
NTE	Not to Exceed
OCI	Organizational Conflict of Interest
OCONUS	Outside the Continental United States
ODC	Other Direct Cost
OEM	Original Equipment Manufacturer
PM	Program Manager
PMP	Project Management Plan
PNR	Problem Notification Report
POA&M	Plan of Action and Milestones
POC	Point Of Contact
POP	Period of Performance
PSNS & IMF	Puget Sound Naval Shipyard & Intermediate Maintenance Facility
PV	Planned Value
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan

## SECTION J –ATTACHMENT A

Q&A	Questions and Answers
RIP	Request to Initiate Purchase
RMAIS	Regional Maintenance Automated Information Systems
SA	System Administrator
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SOW	Statement of Work
SPI	Schedule Performance Index
SRF	Ship Repair Facility
SSAA	System Security Authorization Agreements
SSBI	Single Scope Background Investigation
STARS	Standard Accounting and Reporting System
SV	Schedule Variance
TA	Travel Authorization
TCP/IP	Transmission Control Protocol / Internet Protocol
TEB	Technical Evaluation Board
TO	Task Order
TOS	Tracking and Ordering System
TOA	Task Order Award
TOR	Task Order Request
TPOC	Technical Point of Contact
TWA	Travel Web Application
U-NNPI	Unclassified-Naval Nuclear Propulsion Information
VAC	Variance at Completion
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure



# **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

**Task Order GST0010AJ0063**

Quality Assurance Surveillance Plan (QASP)

Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF)  
Network and Software Engineering Support

**in support of:**

**U.S. Navy  
Puget Sound Naval Shipyard**

**FEDSIM Project Number 29083NAM**

## **1.0 INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Task Order (TO) entitled “Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF) Network and Software Engineering Support”. This plan sets forth the procedures and guidelines that FEDSIM and the U.S. Navy Puget Sound Naval Shipyard will use in evaluating the technical performance of the service contractor.

### **1.1 PURPOSE**

The purpose of the QASP is to describe the systematic methods used to measure performance and to identify the reports required and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards identified in the TO.

This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate the contractor’s performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

### **1.2 PERFORMANCE MANAGEMENT APPROACH**

This QASP will define the performance management approach taken by FEDSIM and the U.S. Navy Puget Sound Naval Shipyard to monitor, manage, and take appropriate action on the contractor’s performance against expected outcomes communicated in the TO. Performance management rests upon developing a capability to review and analyze information generated through performance metrics. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management. The data generated in a performance management approach provides information that indicates whether or not expected outcomes for required services are being achieved adequately by the contractor.

Performance management also represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether or not outcomes are being achieved and migrates away from scrutiny on compliance with the processes and practices used to achieve the outcome. The only exceptions to process reviews are those required by law (Federal, State, and local) and compelling business situations such as safety and health. An outcome focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved at the desired levels of performance.

### **1.3 PERFORMANCE MANAGEMENT STRATEGY**

The contractor’s Quality Control Plan (QCP) will set forth the staffing and procedures for self inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the TO. The contractor will develop and implement a performance management system with processes to assess and report their performance to the designated Government representative.

## SECTION J –ATTACHMENT B

The Government representative will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The Government will make decisions based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

### **2.0 ROLES AND RESPONSIBILITIES**

The Contracting Officer (CO) is responsible for monitoring contract compliance, contract administration and cost control; and resolving any differences between the observations documented by the Contracting Officer Representative (COR), U.S. Navy Puget Sound Naval Shipyard Technical Point of Contact (TPOC), and the contractor's performance.

The CO will designate one full-time COR as the Government authority for performance management. The number of additional representatives serving as Technical Inspectors depends upon the complexity of the services measured as well as the contractor's performance.

The COR is responsible for monitoring, assessing, and communicating the technical performance of the contractor and assisting the contractor. The COR will have the responsibility for completing QA monitoring forms (refer to Attachments 2 and 3) used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the Inspection of Services clause for any service relating to the contract.

### **3.0 IDENTIFICATION OF SERVICES TO BE PERFORMED**

The contractor shall provide IT support in accordance with the TO. The performance standards are established in the TO.

### **4.0 METHODOLOGIES TO MONITOR PERFORMANCE**

In an effort to minimize the contract administration burden, simplified methods of surveillance techniques shall be used by the Government to evaluate contractor performance. The primary methods of surveillance are random checks, observations, inspections, complaints and review of those records and files that are required to be maintained and delivered under this statement of work. The Government will use appointed representatives, as well as reports and input from Center employees and visitors as sources of comments on the contractor's performance.

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of professional communication between employees and customers is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints. Performance management drives the contractor to be customer focused through initially addressing customer complaints and investigating the issues and/or problems.

## SECTION J –ATTACHMENT B

NOTE: The customer always has the option to communicate complaints to the COR as opposed to the contractor. The COR will accept the customer complaints and will investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation identified in Attachment 3.

The acceptable quality levels (AQL) located in Attachment 1, Required Performance Metrics (RPM), for contractor performances are structured to allow the contractor to manage how the work is performed.

### **5.0 QUALITY ASSURANCE REPORTING**

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the TO and measured by the required performance metrics in Attachment 1.

The Government's QA monitoring, accomplished by the COR, will be reported using the monitoring forms in Attachments 2 and 3. The forms, when completed, will document the COR's understanding of the contractor's performance under the contract to ensure that TO requirements are being met.

The COR will retain a copy of all completed QA monitoring forms.

### **6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS**

At the end of each month, the COR will prepare a written report for the U.S. Navy Puget Sound Naval Shipyard TPOC summarizing the overall results of the quality assurance monitoring of the contractor's performance. This written report which consists of the contractor's submitted monthly report and the completed Quality Assurance Monitoring Forms (Attachment 2) will become part of the QA documentation.

The CO may require the contractor's project manager, or a designated alternate, to meet with the CO, COR, and other Government personnel as deemed necessary to discuss performance evaluation. The CO will define a frequency of in-depth reviews with the contractor, however if the need arises, the contractor will meet with the CO as often as required or per the contractor's request. The agenda of the reviews may discuss:

- Monthly performance measured by the metrics and trends,
- Issues and concerns of both parties,
- Projected outlook for upcoming months and progress against expected trends,
- Recommendations made by the COR based on contractor information, and
- Issues arising from independent reviews and inspections.

In addition to QA monitoring, the COR will use the information contained in the contractor's monthly report to assess the contractor's level of performance for each objective measured in this QASP (detailed in Attachment 1). The COR must coordinate and communicate with the contractor to resolve issues and concerns of marginal or unacceptable performance. The contractor will discuss with the COR satisfaction ratings receiving a "less than acceptable"

## SECTION J –ATTACHMENT B

rating. For such cases, the contractor should highlight its perspective on factors driving customer satisfaction and present plans to adjust service levels accordingly to bring the satisfaction rating up to an acceptable level.

Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the CO.

### **7.0 FAILURE TO PERFORM**

The contractor may receive termination based on failure to perform. The following criteria apply for determining appropriate action:

1. **Notifications.** Consistent with FAR Part 49, the CO shall notify the service provider of failure to meet standards through QA monitoring forms, cure notices, or show cause notices and shall inform the service provider manager or designated alternate of such notices.
2. **Termination.** If the CO determines that the contractor has failed to perform to the extent that a termination for default is justified, the CO shall issue a notice of termination, consistent with FAR Part 49.

SECTION J –ATTACHMENT B

**ATTACHMENT 1**  
**REQUIRED PERFORMANCE METRICS (RPM)**

<b>Required Service</b>	<b>Performance Standards</b>	<b>Acceptable Quality Levels</b>	<b>Method Of Surveillance</b>	<b>Incentive (Negative) (Impact on Contractor Payments)</b>
Performance Work Management Reporting (See TO Section C.4.2)	Submit a MSR report monthly	100%	Files review, periodic, random, observations, complaints	Contractual remedies
	Report with the level of detail (with accuracy and currency) required via the MSR	95%	Files review, periodic, random, observations, complaints	Contractual remedies
	Submit a PMP 5 days after TO award, and submit revised PMP yearly	95%	Files review, periodic, random, observations, complaints	Contractual remedies
	Submit Trip Reports 5 Days after Travel	90%	Files review, periodic, random, observations, complaints	Contractual remedies

SECTION J –ATTACHMENT B

## ATTACHMENT 2

## QUALITY ASSURANCE MONITORING FORM

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

**SURVEILLANCE METHOD (Check):**

- \_\_\_\_\_ Random Sampling
- \_\_\_\_\_ 100% Inspection
- \_\_\_\_\_ Periodic Inspection
- \_\_\_\_\_ Customer Complaint

**LEVEL OF SURVEILLANCE SELECTED (Check):**

- ☐ Monthly  
☐ Quarterly  
☐ As needed

**PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD:** \_\_\_\_\_ %

### ANALYSIS OF RESULTS:

**OBSERVED SERVICE PROVIDER PERFORMANCE MEASUREMENT RATE = \_\_\_\_\_%**

**SERVICE PROVIDER'S PERFORMANCE (Check):**

\_\_\_\_\_ Meets Standards

\_\_\_\_\_ Does Not Meet Standards

**NARRATIVE OF PERFORMANCE DURING SURVEY PERIOD:**

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**PREPARED BY:** \_\_\_\_\_

DATE: \_\_\_\_\_

SECTION J –ATTACHMENT B

**ATTACHMENT 3**

**QUALITY ASSURANCE MONITORING FORM –  
CUSTOMER COMPLAINT INVESTIGATION**

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

**DATE/TIME COMPLAINT RECEIVED:** \_\_\_\_\_ AM / PM

**SOURCE OF COMPLAINT:** \_\_\_\_\_ (NAME)

\_\_\_\_\_ (ORGANIZATION)

\_\_\_\_\_ (PHONE NUMBER)

\_\_\_\_\_ (EMAIL ADDRESS)

**NATURE OF COMPLAINT:**

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**RESULTS OF COMPLAINT INVESTIGATION:**

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**DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT:** \_\_\_\_\_ AM / PM

**CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:**

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**RECEIVED AND VALIDATED BY:** \_\_\_\_\_

**PREPARED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



SECTION J –ATTACHMENT C

DD254

(See separate attached file)

SECTION J –ATTACHMENT D

**TRAVEL AUTHORIZATION REQUEST**

**TA #**

**Traveler**

**Destination**

**Dates of Travel**

**Purpose**

	<b>Destination 1</b>	<b>Destination 1</b>	<b>Destination 1</b>	<b>Destination 1</b>	<b>Total</b>
<b>Number of Days</b>					
<b>Airfare</b>					
<b>Rental Car</b>					
<b>Lodging</b>					
<b>MIE</b>					
<b>Park/Cab/Mileage</b>					
<b>Destination Total</b>					

**Contractor PM  
Approval:**

**FEDSIM COR Approval:**

**Client TPOC Approval:**

# SECTION J –ATTACHMENT E

## Consent to Purchase

<b><u>REQUEST FOR AUTHORIZATION</u></b>							
<b><u>TO PROCURE PARTS/TOOLS/RELOCATION EXPENSE</u></b>							
<b>Consent To Purchase (CTP) # _____</b>							
<p><u>Enter Company Name</u>, respectfully requests authorization to procure the item(s) described in this Consent To Purchase Request (CTP). All material purchases shall be made under CLIN <u>Enter Tools CLIN #</u> (Tools) and shall not exceed the funded amounts of the CLIN, and shall become the property of PSNS &amp; IMF. The price(s) presented are competitive bids procured through <u>Enter Company Name</u> purchasing department. The materials have not been purchased at this time. All purchased material shall be regarded as Government Furnished Property (GFP) and, unless previously approved by the Contracting Officer, shall be used only for performance of this Task Order. If applicable for this purchase, FEDSIM Contracting Officer authorization hereunder satisfies the contractor's contractual obligation to provide advance notification to subcontract pursuant to FAR 52.244-2.</p>							
<b>Justification: This CTP is for xxxxx support required under the task order</b>							
<b>DATE:</b>							
<b>Item#</b>	<b>Item Description</b>	<b>Suggested Source(s)</b>	<b>Qty</b>	<b>Unit Issue</b>	<b>Unit Price</b>	<b>Sug. Price</b>	
1	Widget Set	Widget Inc.	2	EA	\$4,980.00	\$9,960.00	
	1- X Cable for Widget.						
	2- Y Cables for Widget.						
	4 - Widget adapters.						
	1- Widget User Manual						
Subtotal							
G&A ( %)						\$ -	
Total Estimated Cost:						\$ -	
Fee( %)						\$ -	
<b>Total Estimated Price:</b>						\$ -	
COTR Printed Name:			COR Printed Name:				
COTR Signature:			COR Signature:				

SECTION J –ATTACHMENT F

CONTRACTOR OR SUBCONTRACTOR EMPLOYEE  
NON-DISCLOSURE AGREEMENT

I, \_\_\_\_\_, will maintain the confidentiality of all documents, data, and other information provided, obtained, or accessed from the General Services Administration (GSA) Federal Acquisition Service (FAS) Federal Systems Integration Management Center (FEDSIM) in performance of Task Order GST0010AJ0063 in accordance with all applicable laws and regulations.

I will not disclose documents, data, or information (including proprietary information) maintained by GSA to any person not authorized under the Task Order or by GSA FAS or FEDSIM to have access to such documents, data or information. Neither will I directly or indirectly use, or allow the use of that data for any other purpose other than that directly associated with my officially assigned duties.

I will not remove any documents, data, or information to which the Contractor has been given access without authorization by appropriate GSA FAS or FEDSIM officials.

I will not directly or indirectly reveal or cause to be revealed the nature or content of any Government data, except to authorized personnel.

Further, I am aware that the unauthorized use or disclosure of information may be a violation of civil and criminal law.

This non-disclosure agreement shall be binding with regard to documents, data or information obtained at any time throughout the period of performance of the Task Order. This agreement is binding indefinitely unless released by a duly authorized official of the GSA, FAS.

In accordance with Public Law No. 108-447, Consolidated Act, 2005, the following is applicable:

*'These restrictions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by Executive Order No. 12958; section 7211 of title 5, United States Code (governing disclosures to Congress); section 1034 of title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); section 2302(b)(8) of title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 U.S.C. 421 et seq.) (governing disclosures that could expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including sections 641, 793, 794, 798, and 952 of title 18, United States Code, and section 4(b) of the Subversive Activities Act of 1950 (50 U.S.C. 783(b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive order and listed statutes are incorporated into this agreement and are controlling.'*

I understand that authorized persons refers only to persons assigned to the Task Order who require access to the data or directly in the line of management over the project requiring access to the data.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Company, Firm, Affiliation: \_\_\_\_\_

## SECTION J - ATTACHMENT G

### SECTION 508 COMPLIANCE

<b>Product Accessibility Template</b> <b>Contact for more Information: _____</b> <b>Date: _____</b>		
<i>Criteria</i>	Name of Product and Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems		
Section 1194.22 Web-based internet information and applications		
Section 1194.23 Telecommunications Products		
Section 1194.24 Video and multi-media products		
Section 1194.25 Self-contained Products		
Section 1194.26 Desktop and Portable Computers		
Section 1194.31 Functional Performance Criteria		
<i>Criteria</i>	Name of Product and Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(c) A well defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.		
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		
(g) Applications shall not override user-selected contrast and color selections and other individual display attributes.		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.		
(i) Color-coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements		

## SECTION J - ATTACHMENT G

having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
<b>Criteria</b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(l) When pages use scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
<b>Criteria</b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the		

## SECTION J - ATTACHMENT G

user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to use the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies, which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		
<b>Criteria</b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall		

## SECTION J - ATTACHMENT G

be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		
<i>Criteria</i>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product uses touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		
(g) Color-coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		



## SECTION J - ATTACHMENT G

(j)(1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.		
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		
<i>Criteria</i>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		
(b) If a product uses touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		
<i>Criteria</i>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not		

SECTION J - ATTACHMENT G

require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		
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SECTION J –ATTACHMENT H

**PROBLEM NOTIFICATION REPORT**

TASK ORDER NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_

1. Nature and sources of problem:
2. COTR was verbally notified on: (date) \_\_\_\_\_
3. Is action required by the Government? Yes\_\_\_\_\_ No\_\_\_\_\_
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Are increased costs anticipated? Yes\_\_\_\_\_ No\_\_\_\_\_
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs:

SECTION J –ATTACHMENT I

Government Provided Software List

GOTS / COTS List

(See Attached File)

SECTION J –ATTACHMENT J

Contractor Support Briefing

(See Attached File)

SECTION J – ATTACHMENT K

IT Training Clearance, Computing, Environment Plan

(See Attached File)



